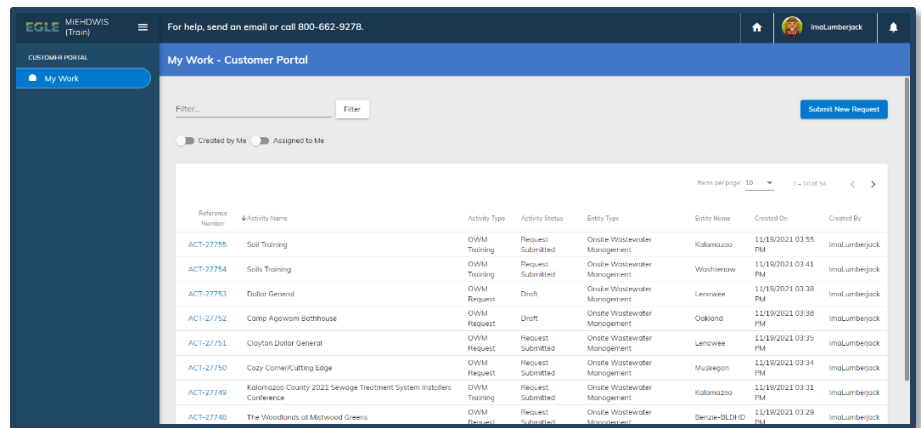


# My Work – Customer Portal for Onsite Wastewater Management (OWM)

## Create New Request

1. Log into MiEHDWIS.
2. Click on **My Work**.
3. Click **Submit New Request**.
4. From the dropdown, select the Entity Type of **Onsite Wastewater Management**.



5. Select the **Request Type**. Onsite Wastewater Management has two Request Types available – OWM Training and OWM Request.  
**Note:** **OWM Training** allows local health departments to request training.  
**Note:** **OWM Request** is for Site-specific projects, proposals, and inquiries.
6. Type in the name of the **Entity** to ensure that the request is connected to the correct Entity upon submission. **The name of the OWM Entity you select is the county name – health department associated with the request.**

## If you selected OWM Training

1. If you selected **OWM Training** in Step 5, a new set of fillable and selectable options are now available to fill out.
2. Complete the form, including the required sections of **Event Name**, **Program Category**, **Program Type**, and **Request Type**. While completing all other portions of this section are not required, **they are strongly recommended**.
3. Click **Create** and move onto the [Portal Collaboration Section of this Quick Reference Guide](#).

## If you selected OWM Request

1. If you selected **OWM Request** in Step 5, a new set of fillable and selectable options are now available to fill out.
2. Complete the form, including the required sections of **Project Name**, **Program Category**, **Program Type**, **Request Category** and **Request Type** (use the plus (+) button to add more Request Categories and Types, if needed), **Priority**, **Address Line 1**, **City**, **State**, and **Zip Code**. While completing all other portions of this section are not required, they are useful and strongly recommended, especially for vacant parcels where there is no official address number.
3. Click **Create** and move onto the [Portal Collaboration Section of this Quick Reference Guide](#).

## Portal Collaboration

1. After clicking **Create** on either an OWM Training or OWM Request, you will be taken to the Activity page of the request. Each Activity is assigned a unique ACT-XXXXXX number.
2. On this page, you may click **Upload Attachment** to upload files, use the **Send Message** tool to include a general message with the request, view the **Timeline**, as well as complete any **Tasks**, if applicable.
3. To upload a file, click **Upload Attachment**.
  - Select the file(s) to upload.
  - Complete the information on the File Upload card; update the **Name the File**, if needed; add in a **File Description**, and select the **Type**.
 

**Note:** At this time, **Other** is the only option for Type.
  - To add more documents while in the file upload modal, select **Click to Browse, or Drag Files Here** located in the top left of the card. And repeat Step 5 for each upload.
  - After all files are uploaded and card information complete, Click **Save**. The files will be added to the Attachments card on the Portal Collaboration. After clicking **Save**, you will be taken to the Activity page.
4. When you are satisfied with all information on the Request, click **Submit Request** at the top of the page. A modal will pop up confirming you wish to submit, if you still want to continue, click **Submit Request** again.

## Workflow

1. After clicking **Submit Request**, your Request has initiated the workflow and has been transitioned to the **Request Submitted** status. A notification will be sent to the EGLE Onsite Wastewater Management Program staff assigned to that Entity and informing them that assistance is requested.
2. You can view the status of your Request at any time using this Collaboration Portal by viewing the **Status** card at the top. You may be requested to provide more information, which you can upload and then select **Submit More Information**.
3. You may receive notifications and/or emails at important steps in the workflow and/or when the Request has actions needed to be completed by you. You may also be able to add messages and upload additional files.
4. Transitioning workflow buttons may not always be available to you when, for example, the Request is In Review by the EGLE staff or after a request is in a closed status.

The screenshot shows a web interface for a request submission. At the top, it says 'My Work > OWM-81 | Washtenaw' and 'ACT-27754 - Soils Training'. Below this, there's a status indicator 'Request Submitted'. The main content area is divided into two columns. The left column has 'Current Status' (Request Submitted) and 'Conditions For Transition' (No Conditions Found). The right column has a 'Description' stating: 'Your request has been submitted to the Onsite Wastewater Management Program. You will receive a notification once it is in review. You can withdraw the request prior to being in review, if you change your mind'. At the bottom left, there is a 'Withdraw Request' button.

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